(c) Government, through diplomatic channels, have been consistently taking up the issue of early release of Indian POWs believed to be in Pakistan custody since 1971-72. However, Pakistan Government has been consistently denyign existence of any Indian POWs in Pakistan. The matter was, *interalia,* also taken up during the meeting between Prime Minister Dr. Manmohan Singh and the Prime Minister of Pakistan on November 24, 2004 and also during the Foreign Secretary level talks on December27-28, 2004.

Quality service to passport applicants

362. SHRI KB. KRISHNAMURTHY: Will the Minister of EXTERNAL AFFAIRS be pleased to state:

(a) the number of people, on an average, that visit the Passport Office, Bangalore every day to make enquiries and to get passport related work done;

(b) whether Government are aware that the applicants have to wait for three to four hours in the queue even to make an enquiry or to check the status of passport; and

(c) the steps proposed to be taken to provide better and quality service to the applicants at Bangalore Passport Office?

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS: (SHRI E. AHAMMED): (a) Passport Office Bangalore is visted on an average by 500 people every day for passport related work;

(b) During rush hours, it could take some time for an applicant to get their work done. However, all efforts are made to minimise the waiting time for an applicant;

(c) The Government has taken several steps to provide better quality service to the applicants of Passports Office Bangalore. These include (i) introduction of machine writing of passports; (ii) computerization of passport office; (iii) decentralization of submission of passport applications to district level throught District Passsport Cells; (iv) wider and easy availability of passport application forms; (v) regular upgradation of office equipment; (vi) web-based status check of passport applications; and (vii) touch screen kiosk to get passport related information and status check of passport applications.